



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
HEADQUARTERS, U.S. ARMY MEDICAL DEPARTMENT CENTER AND SCHOOL  
AND FORT SAM HOUSTON  
FORT SAM HOUSTON, TEXAS 78234-5014

MCCS-BEO (600-20)

02 JUL 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Equal Opportunity Complaint Processing Procedures

1. A successful organization must have a robust and effective Equal Opportunity Program. To be effective, commanders must promptly investigate all complaints that allege sexual harassment, discrimination, or unfair treatment on the basis of race, color, gender, religion, or national origin to ensure compliance with AR 600-20, Appendix E-5.
2. All commanders are directed to adhere to the following investigative time limits and reporting procedures when presented with complaints from soldiers within their chain of supervision:
  - a. Attempts should always be made to solve the problem at the lowest level possible within the chain of command.
  - b. All formal complaints will be reported within 72 hours to the Commanding General, US Army Medical Department Center and School. Additionally, the commander will provide a progress report to the Commanding General, US Army Medical Department Center and School 20 days after the date on which the investigation commenced and 14 days thereafter until completion.
  - c. After receipt of complaint, the commander has 14 calendar days in which to conduct an investigation, either personally or through appointment of an investigating officer according to the provisions of AR 15-6. If, due to extenuating circumstances, it becomes impossible to conduct a complete investigation within the 14 calendar days allowed, that commander may obtain an extension from the next higher commander for not more than 30 calendar days.
3. Tenant commanders are encouraged to ensure immediate compliance, to include the submission of reports to this headquarters.

DANIEL F. PERUGINI  
Brigadier General, MC  
Commanding

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